

# The Department of Licensing and Consumer Protection FY2023

**Agency** The Department of Licensing and Consumer Protection

**Agency Code** CRO

**Fiscal Year** 2023

**Mission**

The mission of the Department of Licensing and Consumer Protection is to protect the economic interests of residents, businesses, and visitors in the District of Columbia by licensing and regulating businesses and enforcing the Consumer Protection Procedures Act.

## Strategic Objectives

Objective Number	Strategic Objective
1	Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia.
2	Protect consumers through the investigation of unfair or deceptive business practices, and the timely enforcement of the Consumer Protection Procedures Act.
3	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
<b>1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (6 Measures)</b>					
Percent of businesses applying online that receive their license within one (1) business day from the date of submission	Up is Better	91.9%	91.4%	80%	80%
Percent of corporate registrations processed online, meeting the customer's request for expedited service of one (1) or three (3) business days	Up is Better	88.6%	91.9%	85%	85%
Percent of compliant businesses that have renewals processed within one (1) business day from the date of application receipt	Up is Better	97.9%	93.3%	80%	80%
Percent of Basic Business License, Corporation, and Occupational and Professional Licensing transactions that are conducted online	Up is Better	84.8%	87.4%	80%	80%
Percent of Business Licensees for which prescreening is required, that receive a regulatory investigation within 15 business days	Up is Better	85.4%	98.5%	85%	85%
Percent of occupational and professional license applications reviewed within (3) business days from the date of submission of a complete application	Up is Better	New in 2023	New in 2023	New in 2023	60%
<b>2 - Protect consumers through the investigation of unfair or deceptive business practices, and the timely enforcement of the Consumer Protection Procedures Act. (1 Measure)</b>					
Percent of Consumer Protection cases closed within 30-days from date of complaint submission	Up is Better	85.3%	95.2%	85%	85%
<b>3 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)</b>					
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Provide timely and efficient processes to promote and improve the progression and business development in the District of Columbia. (1 Activity)</b>		
Business Licensing and Registration and Renewal, Business Service Center, Corporation Division, Occupational and Professional Licensing, Weights and Measures	Responsible for the review, issuance, and renewal of business, occupational and professional licenses within the District. Additional programmatic areas include the Corporations, Business Service Center, Weights and Measures registrations, and Special Events and Vending. This includes Program Codes (7000, 2065, 2070, 2075, 2080, 2090, 2095, 7085).	Daily Service
<b>2 - Protect consumers through the investigation of unfair or deceptive business practices, and the timely enforcement of the Consumer Protection Procedures Act. (1 Activity)</b>		

Operations Title	Operations Description	Type of Operations
Enforcement Unit, Consumer Protection, Special Events and Vending Enforcement	Responsible for processing all civil Infractions with the Office of Administrative Hearings, collecting fines, and taking other appropriate actions. Pursues business that try to exploit District residents financially and conducts investigations of unlicensed business activity. Ensures regulatory compliance for special events and vending from public space such as goods and services sold from street vendors. This includes Program Codes (3001, 3002, 3003).	Daily Service
<b>3 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>		
Personnel, Training and Employee Development, Property Management, Information Technology, Risk Management, Legal, Fleet Services, Communications, Customer Service, Performance Management, Internal Audit	Responsible for providing administrative support and the required tools to achieve operational and programmatic results. This includes Program Codes (1010, 1015, 1030, 1040, 1055, 1060, 1070, 1080, 1085, 1090, 1095).	Daily Service
Budget Operations, Accounting Operations, ACFO Operations	Responsible for providing comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting. This includes Program Codes (110F, 120F, 130F).	Daily Service

## Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
<b>1 - Business Licensing and Registration and Renewal, Business Service Center, Corporation Division, Occupational and Professional Licensing, Weights and Measures (13 Measures)</b>		
Number of Short-Term Rental licenses applications	Not Available	Not Available
Number of weighing and measuring devices approved	6310	8229
Number of professional licenses issued	7252	7549
Number of other corporate filings registered	69,883	72,601
Number of customers serviced by the Small Business Resource Center (SBRC)	3460	4785
Number of elevator certificates issued	3138	4018
Number of professional licenses renewed	16,165	38,253
Number of business licenses issued	30,128	26,173
Number of corporate entities registered	14,658	22,179
Number of special events issued	28	14
Number of business compliance surveys conducted	1184	1326
Number of business licenses renewed	19,380	13,781
Number of applications submitted for new business licenses	10,042	10,093
<b>2 - Enforcement Unit, Consumer Protection, Special Events and Vending Enforcement (1 Measure)</b>		
Number of Consumer Protection Investigations conducted	1407	1259
<b>3 - Personnel, Training and Employee Development, Property Management, Information Technology, Risk Management, Legal, Fleet Services, Communications, Customer Service, Performance Management, Internal Audit (1 Measure)</b>		
Number of records requests completed by the Records Team	New in 2023	New in 2023